

The Office of the Independent Police Auditor (IPA) has three primary functions: to serve as an alternative forum for citizens to file a complaint, to monitor and audit the investigations of citizen complaints, and to conduct community outreach. The IPA has dedicated the necessary resources to insure that this very important function is not relegated to an optional or a secondary duty. Community outreach is an area that many police oversight agencies neglect and as a consequence, an acceptable level of public confidence is never reached. Of the cities that have had to undertake a restructuring of their civilian oversight agencies because of a lack of confidence from their citizens, most if not all, did not have a community outreach program.

This year has been an exciting and busy year for the IPA. In August, the IPA moved to a new office and two new staff members were hired. The addition of an intake/investigator and an office specialist has helped the IPA office by allowing the staff to dedicate more time to each individual complainant and meet the increased demand from the public. The additional personnel have also allowed for the public and community relations officer to concentrate on

community outreach. The education of the community is a continual goal of the IPA office.

There is no doubt that the additional office support guarantees the continual commitment to provide the public with quality, professional customer service. This is evident in the results of the IPA's Customer Satisfaction Survey that show that the two new positions have strengthened communication between complainants and the IPA; and therefore, have provided greater customer service satisfaction to the complainants. Results from the Customer Satisfaction Surveys are discussed in detail in page 14 of this chapter.

COMMUNITY PRESENTATIONS AND EVENTS

In the year 2000, the response from community organizations and associations to invite the Police Auditor to conduct presentations was very positive. Although the number of presentation requests was lower than in 1999, the depth and follow up of issues raised was greater.

This year the IPA attended 59 commu-

nity presentations and events; 11 of them were presentations done to youth or people who work with youth. Just as in 1999, this year the IPA office contacted different organizations, neighborhood and business associations to invite them to schedule presentations. This year, the IPA did presentations in five of ten council districts, but overall, districts 3 and 5 requested the most presentations.

The IPA created PowerPoint presentations in English and Spanish. The presentations contained information and data that directly pertained to the council district the audience was from, as well as general information about the history and functions of the IPA. Beat officers and members from the Internal Affairs Unit (IA) were invited to attend the community presentations.

It is also important to highlight that in the year 2000, the IPA conducted two presentations for the In-House Police Academy. The Police Auditor had the opportunity to speak to 68 new officers. These presentations are vital because new officers are given information on the history and functions of the IPA but more importantly because they are provided with information on preven-

tive measures on how to avoid receiving citizen complaints.

At the June Police Academy presentation, the IPA conducted a survey to assess officers' familiarity with police oversight; 30 new officers participated in the survey. Officers were asked to rank in a scale of one to eight (one being "strongly disagree" and eight being "strongly agree") their opinions on police misconduct, reporting police misconduct ("whistleblowing") and police ethics. In general, new officers responded that the SJPd has rules for proper conduct, which have been made clear to them. Some officers also responded that the SJPd should take a very tough line on improper behavior.

See Appendix A for a complete list of all the presentations conducted by the IPA.

REACHING OUT TO THE YOUTH

This year the IPA focused on working closely with the youth by partnering with agencies that work with young people, such as Clean Slate, the Washington United Youth Center, the Role Model Program, Catholic Charities,

and Mexican American Community Services Agency. One of the IPA's goal is to educate and inform the youth so they may make wise decisions when encountering law enforcement. It is important for the IPA that youth are informed of their right to file a citizen complaint if they feel they have been mistreated. The IPA's objective is to gain trust and credibility with the youth. The IPA strives to convey the importance that young people know they have a place where they can voice their concerns and where they feel they will be taken seriously.

The IPA emphasizes that it is equally important to educate parents as well as youth about the citizen complaint process. The IPA believes that parents can serve as an important tool in reaching out to the youth. For this reason, the IPA has been working closely and plans to continue working with the parent groups of different community agencies.

As previously mentioned, this year the IPA did 11 presentations to youth and adults who work with youth. These presentations served as a great opportunity for the IPA to learn more about the concerns and interests of San José's

youth regarding the police. From these meetings the IPA was able to learn that many of the questions and complaints youth have about law enforcement are due to a lack of understanding of police procedures and criminal laws. With this in mind, the IPA is creating a youth brochure that will be ready for distribution in 2001. The goal of this youth brochure is to provide youth with information about Civil Rights, police procedures and suggested behavior when interacting or encountering the police. The brochure seeks to answer commonly asked questions involving police harassment, traffic stops, Fifth Amendment rights, and detentions.

COMMUNITY PRESENTATION SURVEYS

In order for the IPA to learn about each neighborhood's concerns and problems, the IPA gathers voluntary surveys at community presentations. The surveys allow the IPA to identify those communities where the IPA needs to increase its community outreach efforts. The surveys also assist in identifying possible locations for IPA Referral Sites.

In 2000, one hundred and thirty-five

surveys were collected and analyzed. Below are some results from the surveys.

1. Do you feel comfortable filing a complaint against a San José police officer?

Yes	48
No	14
Somewhat	92

2. Did you ever want to file a complaint against a San José police officer, but did not?

Yes	24
No	70

2a. Respondants had multiple reasons.

Fear of police retaliation	6
Felt the complaint would not be taken seriously	16
Did not know how to file a complaint	11
Did not want to take the time to file a complaint	4
Other reason	7

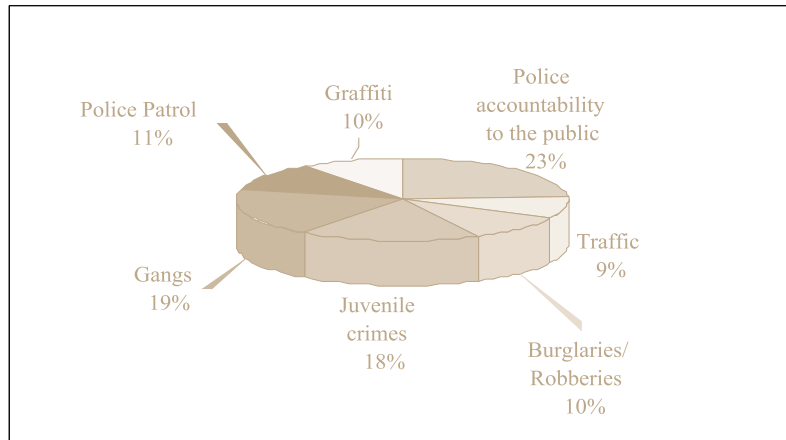
3. Have you had the need to call for police service within the last (3) years?

Yes	39
No	56

3a. If yes, was the response time satisfactory to you?

Yes	29
No	10

4. What are your major police concerns?



COMMITMENT TO PROVIDING QUALITY CUSTOMER SERVICE

In the year 2000, the Mayor and City Council introduced the Investing in Results (IiR) Process, a results-driven and customer-oriented program. The goal of IiR is to deliver the highest-quality services in the most cost-effective manner.

In accordance with the IiR goals, the IPA created customer satisfaction surveys. These surveys are designed to measure the level of satisfaction from people who file complaints at the IPA office. The surveys measure the quality of customer service each complainant receives when he/she first calls the office to file a complaint. Currently the survey is only available in English and

Spanish. It is important to note that every complainant is advised that the information reported is confidential; will not affect the investigation or the outcome of the complaint and will not become part of the complainant's file.

From July 1 to December 31, 2000, 65 surveys were mailed to complainants and 29 were answered and returned.

Over 90% of the people surveyed rated the IPA's responsiveness average or above. Over 90% also felt that the IPA staff thoroughly explained the citizen complaint process to them. Overall, 86% of all the complainants polled were satisfied or very satisfied with the services they received when they first contacted the IPA; while 14% did not have an opinion.

IPA SURVEYS THE IA UNIT

The second customer satisfaction survey conducted by the IPA inquires into the level of customer satisfaction from one of the other stakeholders, the Internal Affairs Unit (IA). This survey is conducted twice a year.

The first survey was done in September, 2000. All 15 IA staff members, both law enforcement and administrative support, were surveyed. IA staff were asked to rate the professionalism of the IPA staff. Thirty-four percent of the IA staff rated the IPA excellent; 25% above average; and 25% average. Over 90% of the IA staff rated the IPA office

CUSTOMER SATISFACTION SURVEY RESPONSES

"Thank you for hearing me and for your staff's quick response."
8/29/00

"Everyone I spoke to was very professional and understanding. My faith in the system after this incident has become even stronger than in the past."
11/19/00

"I think that the IPA gives good customer service to the public who files a complaint. I liked how all my questions were answered."
10/03/00

"Everything was done very professionally. The IPA staff was very thorough and considerate."
12/12/00

accessible. Overall, over 70% of the IA staff expressed satisfaction with the services they received from the IPA.

REFERRAL SITES

In 2000, the IPA established 14 new referral sites, bringing the total number of referral sites throughout the City to 31. The IPA began establishing referral sites in 1999. The goal of the referral sites is not to perform the duties of the IPA office, but to serve as information centers for residents who may be seeking information on how to file a citizen complaint. The referral site concept has been a success. Many complainants have been referred to the

IPA through these sites who otherwise might not have had access to this office.

Of the 14 new referral sites, three were established in districts that did not have a referral site last year. Preferred sites are community centers or other locations frequently visited by the public. The IPA provides the staff at each referral site with an orientation session on the services and functions of the IPA. Each referral site is provided with a binder that contains information about the IPA, the citizen complaint process and referral numbers for social

and legal services. The IPA also provides each site with copies of its “Commonly Asked Questions” brochure, which is available in six different languages

The IPA has also received the assistance from the 18 local libraries. Each library has agreed to display IPA brochures at each of their information counters. IPA brochures are also available at City Hall, the San José Police Department, the Public Defender’s Office and the Downtown Information Center. The IPA is currently working with the

San José Fire Department in making IPA brochures available at every fire station. See Appendix B for a complete list of all IPA Referral Sites.

BAY AREA POLICE OVERSIGHT NETWORK

The IPA has been an active member of the Bay Area Police Oversight Network (BAPON) for the past seven years. BAPON is an association that is represented by eight cities in Northern California that have some form of police oversight. Members include: The



The IPA is very active in the community. In the year 2000, the IPA attended over 50 community events.

Berkeley Police Review Board, the Novato Police Department, the San José Office of the Independent Police Auditor, the San Francisco Office of Citizen Complaints, the Richmond Police Commission, the Oakland Citizen's Police Review Board, the Sacramento Office of Police Accountability and the Santa Cruz's Citizens Police Review Board.

This year, BAPON meetings were held in January in the City of Novato and in April in the City of San José, hosted by the IPA. The April meeting entailed a full day of training. Attendees came to San José from throughout the state and

some from out of state. It was a productive meeting that allowed participants to share training success stories and challenges in their cities.

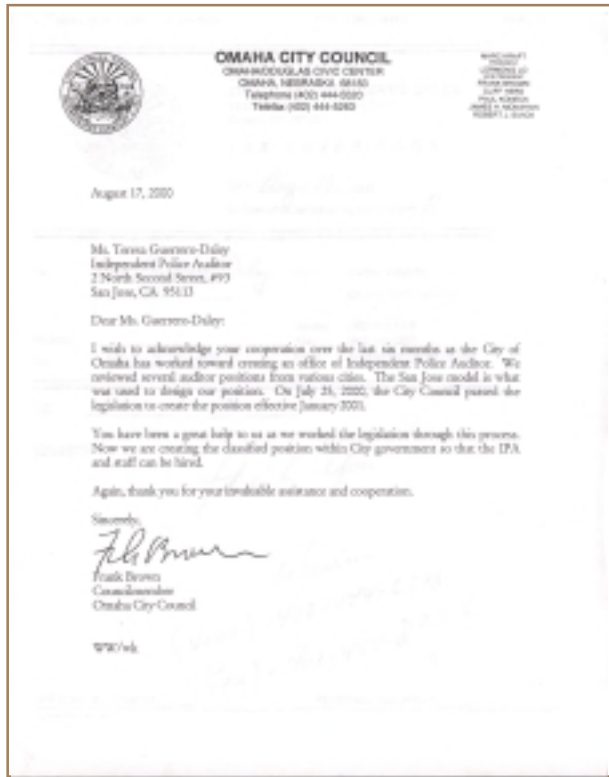
THE IPA WORKS WITH LOCAL AGENCIES

The IPA worked year round with different local agencies to promote IPA awareness. The collaboration between the IPA and the different organizations was successful. Local agencies were able to learn about the functions and services of the IPA. It is the IPA's opinion that in order to stay in touch with the needs and concerns of the

community, it needs to be actively involved in the community. The IPA is able to accomplish this by taking an active role in organizations such as the Nuevo Mundo Advisory Board, Catholic Charities –YES, the Role Model Program, California Association of Human Relations Organizations (CAHRO), La Raza Roundtable, and the City of San José Family/Domestic Violence Task Force. The IPA also worked with the National Association for the Advancement of Colored People (NAACP), the Racial Justice Coalition, the Hispanic Chamber of Commerce, the Santa Clara County Grand Jury, the San José Human Rights Commission and



The IPA attended the Sixth Annual NACOLE Conference.



Letter from Omaha City Council. The City of Omaha is the fifth city to adopt the Police Auditor Model.

the Criminal Justice Work Group. The IPA expects to continue working with these organizations in the future.

NATIONAL ASSOCIATION FOR CIVILIAN OVERSIGHT OF LAW ENFORCEMENT

In September, the Police Auditor and Assistant Police Auditor attended the Sixth Annual National Association for Civilian Oversight of Law Enforcement (NACOLE) Conference. The Police Auditor was a guest speaker and presenter at the conference. The Police

Auditor was nominated and elected to the NACOLE Executive Board.

NACOLE is a national organization that provides continuing education for practitioners of civilian oversight.

INDEPENDENT POLICE AUDITOR ADVISORY COMMITTEE

In 1999, the IPA formed an advisory committee called the Independent Police Auditor Advisory Committee (IPAAC) comprised of culturally diverse community leaders. The purpose of the

IPAAC is to provide input on police related concerns and issues brought to its attention by the public as well as provide feedback on past IPA recommendations.

The IPAAC members serve at the pleasure of the Police Auditor and are required to attend a minimum of two meetings a year.

In the year 2000, the IPAAC members met three times. The IPAAC also hosted the IPA Open House Reception in December where members of the community had the opportunity to visit the IPA's new office and meet the IPA staff and IPAAC members. Among those dignitaries in attendance were Councilmember Cindy Chavez and William Lansdowne, Chief of Police.

A MODEL OF SUCCESS

The recent police misconduct incidents experienced throughout the nation have created an increased interest from the public to learn more about police oversight. As a result of the increased interest, the success of the IPA's program has caught the attention of many cities and agencies. This year, the following cities and agencies

requested printed materials from the IPA: City of Riverside, Seattle Chapter of the American Civil Liberties Union (ACLU), City of Pittsburg Citizen Police Review, Select Commission on Race and Police Community Relations, Rhode Island, Los Angeles Police Department Rampart Review Panel, City of El Paso, California Coalition of Concerned Citizens, Louisville Police CACU, City of New York Complaint Review Board, City of Fresno Police Oversight Committee, and the City of Omaha. In addition to printed materials, the City of Riverside, the City of El Paso, and the Los Angeles Police Department Rampart Review Panel requested presentations from the Police Auditor.

In 2000, the San José Independent Police Auditor's Office served as the model for the City of Omaha in structuring its own police oversight office. The IPA provided city officials with information on office structure, history, success stories and challenges. The City of Omaha's Independent Police Auditor Office will be implemented in the year 2001.

WEBSITE

In 1998, the IPA created its own website where the public can obtain information about the office, the citizen complaint process and/or file a complaint electronically.

The IPA website has proven successful in making the citizen complaint process accessible to anyone who has access to a computer and the internet. This is especially beneficial for anyone who is not available to come in person or call the office to file a complaint, or may feel more comfortable filing a complaint via email.

In the year 2000, the IPA website received over 15,500 visits. Visitors from Canada, Netherlands, Australia, Germany, to name a few, accessed the IPA website. The website was especially effective in assisting with the distribution of the 1999 Year End Report, as this report was downloaded more than any other file. Since the IPA has only a limited number of printed copies, the website has served as both an effective and economical way of providing information to the people of San José and people around the world.

The IPA has also linked its website to



other websites such as the Billy DeFrank Gay & Lesbian Community Center, the Mayfair Initiative and the Northside Neighborhood Association. The benefit in doing this is that anyone who has access to the internet can access the IPA website via these links.

interviews to KNTV – Channel 11, KSTS – Channel 48, KDTV – Channel 14, and KTVU – Channel 2. Office events were announced on Bay City News Services.

PUBLICATIONS

IPA year end reports and newsletters are available on the website at

www.ci.sj.ca.us/ipa/home.html.

Copies of all the year end reports are also available at the City Clerk’s Office for a nominal cost. The 1999 Year End Report is also available on audio tape at the IPA office for persons with vision disabilities. The annual report was recorded free of charge by Books Aloud.

MEDIA

As in the past, in the year 2000, the IPA worked actively with the different media. The Auditor was a guest on KBAY 94.5 FM, the Gene Burns Program on KGO Newstalk AM 810 and the Community Channel (“The Law and You”).

The Auditor also gave on camera